

Fig.

ENTERPRISE APPLICATION RESOURCES ~40

<u>32</u>

OFFICE ENABLEMENT APPLICATION RESOURCES ~46

AN ELECTRONIC-MAIL APPLICATION RESOURCE A SCHEDULING APPLICATION RESOURCE

STANDARD OR HORIZONTAL BUSINESS APPLICATION RESOURCES

48

- A CUSTOMER RELATIONS MANAGEMENT APPLICATION RESOURCE
- AN ENTERPRISE RESOURCE PLANNING APPLICATION RESOURCE
- A FIELD SUPPORT APPLICATION RESOURCE
- A LOGISTICS APPLICATION RESOURCE
- A PURCHASING APPLICATION RESOURCE
- A SALES FORCE AUTOMATION APPLICATION RESOURCE
- AN INVENTORY CONTROL APPLICATION RESOURCE
- A POINT-OF-SALE APPLICATION RESOURCE

CUSTOM OR VERTICAL BUSINESS APPLICATION RESOURCES

50

- A TRANSPORTATION APPLICATION RESOURCE
- A LENDING OR FINANCING APPLICATION RESOURCE
- A BANKING APPLICATION RESOURCE
- A FINANCIAL MANAGEMENT APPLICATION RESOURCE
- A DISTRIBUTION OR RETAIL TRADE APPLICATION RESOURCE
- A RECORD MANAGEMENT APPLICATION RESOURCE (E.G., HEALTH INSURANCE APPLICATION RESOURCE)
- A USER-DEFINABLE CUSTOM BUSINÉSS APPLICATION RESOURCE

ENTERPRISE LEGACY SYSTEM RESOURCES

42

- A CUSTOMER RELATIONS MANAGEMENT APPLICATION RESOURCE
- A BILLING APPLICATION RESOURCE
- AN ENTERPRISE RESOURCE PLANNING APPLICATION RESOURCE
- A CUSTOMER INSIGHT OR MARKETING APPLICATION RESOURCE

SUPPORTING SERVICE SYSTEM RESOURCES

4,4

- A CUSTOMER CARE APPLICATION RESOURCE
- A HOSTING APPLICATION RESOURCE
- A PROCUREMENT APPLICATION RESOURCE
- A DEVICE MANAGEMENT AND PROVISIONING APPLICATION RESOURCE

34 BASIC COMPONENTS 52 A PRESENTATION COMPONENT A SECURITY COMPONENT A BASIC ALERT COMPONENT A NAVIGATIONAL COMPONENT APPLICATION DEVELOPMENT COMPONENT TEST TOOLS COMPONENT AN OFF-LINE SYNCHRONIZATION COMPONENT A PROFILE MANAGEMENT COMPONENT MULTIPLE DEVICE COMPATIBILITY COMPONENT ENHANCED COMPONENTS AN ENHANCED ALERT COMPONENT A VOICE RECOGNITION COMPONENT IDENTIFIER A LOCATION-BASED SERVICE COMPONENT A BILLING COMPONENT A MOBILE TRANSACTION MANAGEMENT COMPONENT A DISTRIBUTED SERVICES COMPONENT A MOBILE GATEWAY SERVICES COMPONENT A PAYMENT COMPONENT 56 ELECTRONIC COMMERCE ENABLING COMPONENTS A WFB SERVICES COMPONENT A WEB APPLICATION SERVICES COMPONENT A CONTENT MANAGEMENT SERVICES COMPONENT A REPORTING INFRASTRUCTURE COMPONENT A DATA SERVICES COMPONENT A CONTENT PERSONALIZATION COMPONENT AN ENVIRONMENT SERVICES COMPONENT AN ELECTRONIC-COMMERCE SECURITY COMPONENT

Fig. 3

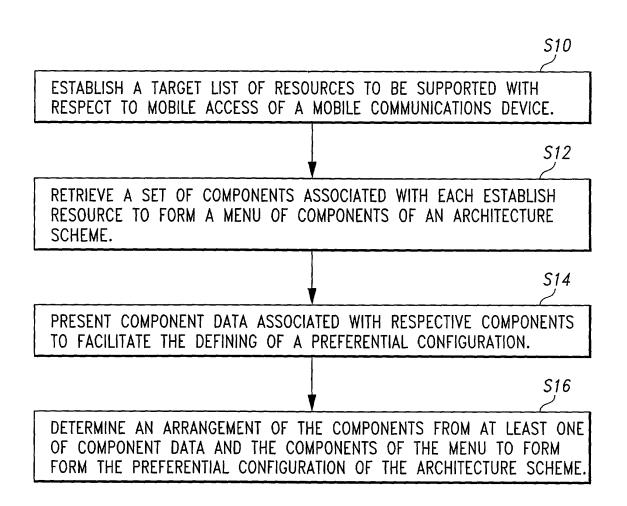


Fig. 4